



Annual Log Summary of Consumer Complaints

Attachment #1

State of Washington
 Department of Social and Health Services
 Office of the Deaf and Hard of Hearing
 Washington Telecommunication Relay Services
 Sprint Relay
 Annual Log Summary of Consumer Complaints
 CG Docket 03-123
 June 30, 2011

Acronym Log	
RO	Relay Operator
CA	Captioning Assistant
CS	Customer Service
RPM	Relay Program Manager
TT	Trouble Ticket
ODHH	Office of the Deaf and Hard of Hearing

	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	6/8/10	CapTel customer reported not hearing a dial tone. RO:N/A	6/8/10	CS advised the customer to perform a physical reset. The customer confirmed that this resolved the customer's experience.
2	7/2/10	Voice customer unable to use FD number, it is not available to the RO. No follow up requested. RO:N/A TT:9218867	7/27/10	Performed a CDR search on July 2 nd and the CDR tool found no entries for this customer's ANI. Because no CDR's were found for this ANI, CS was unable to locate an RO or station, therefore, trouble log files to fix the FD issue could not be pulled. Relay Technician unable to troubleshoot further. Apologized to the customer.
3	9/9/10	VCO customer gave RO 8675 the name assigned to a frequently dialed number to dial. The RO dialed the wrong number; voice customer could not get the RO's attention. The RO did not respond to voice customer's speaking or tapping on the space bar. The RO was not paying any attention. RO:8675	9/15/10	Supervisor apologized for the problem where the RO did not respond to the caller. Supervisor checked the frequently dialed database. The customer verified number matched with the name assignment in the profile. Supervisor met with the RO on Monday, September 13th. The RO said that they knew they selected the right name but it is possible that they could have hit enter too soon on the computer. The RO said the caller hung up before relaying that the number dialed was ringing or wrong. The Supervisor called the customer for follow-up: contact on 9/13 1430 EST, 9/14 1145 EST, 9/15 1615 EST. No call back from customer, closed ticket.
4	9/30/10	TTY customer asked for RO's ID and the RO did not type his ID to the customer. RO:7173	10/1/10	The RO delayed his response due to his decision to alert a supervisor before providing his ID. The RO was coached to promptly respond to any request to provide his ID number. Supervisor apologized to the customer and assured customer the RO was informed to respond promptly when asked for the RO ID.



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5	10/5/10	Voice customer was relaying instructions specifically for the RO to the outbound, resulting in a great deal of confusion for the inbound TTY user. No record of customer requesting follow -up. RO:7666	10/14/10	Apologized to customer for the poor experience and let them know supervisor would make sure their complaint was filed. The RO was coached on the importance of following database instructions and professionalism. Appropriate action will be taken.
6	10/5/10	CapTel customer left a voicemail saying captions had stopped during the call. RO:N/A	10/5/10	A follow-up call was made the following day. CS left a voicemail apologizing to customer explaining that there were some technical difficulties and the CA was not able to transmit captions. CS suggested customer document the date, time and CA# of any future calls with such incidence to allow us to take specific follow up action
7	11/29/10	TTY customer complained of problem with RO not typing very well or spelling things incorrectly. The customer also complained that the RO did not clear up the garbling issue. The customer requested follow-up. RO:1508F	11/29/11	The RO was coached on the importance of accurate typing with correct spelling. Follow-up was sent to the customer via e-mail.
8	12/7/10	CapTel customer called and shared an example of captions they could not understand and gave one word as an example that was not a whole word thus possibly represented dropped characters (aarp 8). RO:N/A	12/14/10	CS apologized and thanked the customer for bringing their experience to our attention. CS suggested customer document the date, time and CA# of any future calls with such incidence to allow us to take specific follow up action. Upon investigating further, CS noted the customer is experiencing incidences of loss of captioning during their calls. The issue may be related to the customer's phone line, however follow-up calls to the customer were made an attempt to contact customer. CS was not able to contact customer to follow-up and verify the potential issues with their phone line. As a result, CS is unable to reach customer and the ticket is closed.



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13	12/20/10	CapTel customer reported "Captioning service is ringing" message. RO:N/A	12/21/10	CS apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor found an issue with the Automatic Call Distribution system and corrected the matter. CS confirmed the caller is now able to make their captioned call successfully without delay.
14	12/20/10	CapTel customer reported the need to wait for a CA when attempting to make a captioned call. RO:N/A	12/21/10	CS apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor found an issue with the Automatic Call Distribution system and corrected the matter. CS confirmed the caller is now able to make their captioned call successfully without delay.
15	12/20/10	CapTel customer reported seeing "Captioning Service is Ringing" and no captions. RO:N/A	12/21/10	CS apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor found an issue with the Automatic Call Distribution system and corrected the matter. CS confirmed the caller is now able to make their captioned call successfully without delay.
16	12/20/10	CapTel customer reported seeing "Waiting for CapTel CA" on the screen. RO:N/A	12/22/10	CS apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor found an issue with the Automatic Call Distribution system and corrected the matter. CS confirmed the caller is now able to make their captioned call successfully without delay.



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17	12/21/10	CapTel customer stated last night she was not able to make or receive captioned calls. RO:N/A	12/21/10	CS apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor found an issue with the Automatic Call Distribution system and corrected the matter. CS confirmed the caller is now able to make their captioned call successfully without delay.
	12/21/10	CapTel customer reported an inability to connect with captions on incoming and outgoing calls last night. RO:N/A	12/21/10	CS apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor found an issue with the Automatic Call Distribution system and corrected the matter. CS confirmed the caller is now able to make their captioned call successfully without delay.
19	1/6/11	TTY customer said that the RO hung up on them at 22:10 on 1/5/11 and that the RO was rude. RO: 1423F	1/12/11	Supervisor apologized to customer. While the RO does not recall the circumstances of this nature, the RO was reminded to report any technical difficulty that may result in disconnects. The RO was reminded of the consequences of disconnecting a call.
20	1/12/11	TTY customer reported that the RO was very rude and hung up during the call. Customer felt this was very disrespectful. Customer requested follow-up. RO: 1527	1/14/11	CS apologized and assured the customer that the concern would be handled appropriately. The RPM called customer on Wed. at 3:26pm PT on 1/12/11 and received a busy signal, and would call back tomorrow. The RO did not remember this call; however the RO was coached on the importance of not disconnecting calls. Also advised the RO of the consequences of doing so. The RPM called customer Thurs. at 3:17pm PT and received a ring, but no answer. The RPM called customer Fri. at 11:05am PT and received a busy signal. Unable to reach customer, so closing ticket.



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21	1/15/11	TTY customer complained that the RO did not reply quickly enough at the end of the call, and there was a long delay. Customer says that this happens often, with many delays in the last 12 months. Customer requests a follow-up letter notifying him of the new Sprint Relay rules and wants it this month. The customer also wants a follow-up to know if this RO is fired. RO: 1423	1/31/11	CS thanked the customer for the information and apologized for the inconvenience. The complaint will be passed to RO's supervisor. The RO stated that the customer was informed "turbocode disable" as stated in the customer note and the customer was dissatisfied with the word "disabled", customer prefers the RO to type out, "turbocode off". Also the customer was dissatisfied when the RO kept him informed with "one moment". The RO is aware of the importance of responding in a timely manner. Also supervisor advised the RO to request for a supervisor when the abusive language is directed to the RO. A follow-up letter was mailed to the customer per request on 1/31/11.
	1/25/11	Voice customer reported that the RO was not nice and while speaking to TTY customer the RO interrupted to change to a different RO. Voice customer asked what was going on and the RO responded with "that is unnecessary info". RO was very rude; voice customer stated they would have appreciated an explanation as to what was going on. The customer also complained that relay is "very stiff and formal". They added that ROs are "odd acting, human robots and very difficult to talk to." "ROs need to be a little more human." RO: 8801	1/26/11	Supervisor met with the RO and she was coached on the proper phrases to use when asked questions in regards to changing ROs and will be coached in how to interact with customers. The RO was also coached on how her interaction with the customer affects their perception of our service.



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23	1/28/11	VCO customer called in to say at approximately 4pm Central Time an RO was placing a call for him. The RO kept typing (unclear) when they were typing for the voice caller and the VCO customer was unsure of what was being said. He was upset that the RO did not ask the voice person to repeat or clarify because it was critical points in the conversation. No follow-up requested. RO:6030F	2/2/11	CS apologized to the customer for the inconvenience and assured that this RO would be followed up with by their supervisor. The RO remembered that on this call, the outbound customer would not repeat or spell out any words when being paced by the RO. The RO was coached on ways to pace a customer and educated on the importance of typing everything verbatim.
	2/15/11	VCO customer called and reported that his calls had been disconnected from relay three times that day. The first two times the call quit abruptly during the greeting after connecting to the relay service. The third time a RO was connected and dialed out and after the first two rings the call disconnected before it was answered. The customer stated that if the technical difficulty had only happened once it would not have been a big deal. However, it happened three times that morning, so the customer reported the issue to CS. No customer follow-up requested. TT # IM129347. RO:3806	2/28/11	CS response to the issue: I apologized for the inconvenience and told him I would enter a trouble ticket to investigate the cause of disconnects. I thanked him for calling this to our attention. The IT Tech was unable to duplicate the issue with test calls using the WA VCO, WA TTY, and WA VOICE. All of the test calls were able to be completed on first attempt and remained connected until it was purposely disconnected. All the other support equipment in the Kansas City switch site was checked and no errors or issues were detected.



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25	3/23/11	Inbound Voice customer was upset that the RO kept trying to join in the call by talking, laughing and grunting. Customer tried to ignore the rudeness but the RO just wouldn't stop. No follow-up requested. RO:6014	3/23/11	CS apologized for the inconvenience and thanked the customer for the feedback. After receiving notification of the customer's concern, a supervisor discussed the incident with the RO and provided the appropriate coaching. We are confident that the RO will communicate in a professional manner in the future.